Performance Management Process

Stage 1: Planning

Communicate
Managers and employees discuss plans and set expectations.

Define Goals
Establish clear objectives & expectations that align with your agency’s mission and goals.
Set SMART goals:
- Specific
- Measurable
- Attainable
- Relevant
- Time-bound

Set Expectations
Individual goals must include performance tasks.

Include Behaviors
Statewide/agency values and work behaviors are included.

Stage 2: Feedback

Ongoing Dialogue
Managers and employees should continue to discuss the plan throughout the year to refine and update it.

Stage 3: Evaluation

This stage reflects the year’s work. With continuous dialogue throughout the year, this stage shouldn’t hold any surprises.

- **Exceeds Expectations**
  Employee continuously performs above and beyond the performance plan goals.

- **Meets Expectations**
  Employee continuously meets plan goals. This is a positive rating to receive.

- **Does Not Meet Expectations**
  Employee is not meeting performance plan goals.

Finished with Stage 3?
Time to start the Planning Stage for the coming year!